

CHAPTER V

CONCLUSIONS, LIMITATIONS AND RECOMMENDATIONS OF RESEARCH

This chapter provides conclusion drawn from finding and discussion presented in the previous chapter, followed by assessment of the potential limitation present in study, implication and possible future directions for the research.

5.1 Conclusion of the Research

The purpose of this research was to know the relationship between organizational justice variable and its dimensions as the form of organizational justice itself (distributive justice, procedural justice and interactional justice) and job satisfaction among employees at BPJS Ketenagakerjaan Pusat, Jakarta. This research using primary data that collected by spreading 131 questionnaires to the respondents who works at BPJS Ketenagakerjaan Pusat, Jakarta. The data of research is processed using SPSS 20.0 for windows and Ms. Excel 2007. Based on the analysis and discussion that has been done, it can be concluded as follows:

1. The first hypothesis (H_1) stated Distributive Justice is indeed related with job satisfaction received by employees. Means that it gives positive and significant relationship with job satisfaction among employees at BPJS Ketenagakerjaan Pusat, Jakarta. Therefore, based on this research, the first hypothesis (H_1) is accepted.

2. The second hypothesis (H₂) stated Procedural Justice is indeed related with job satisfaction received by employees. Means that it gives positive and significant relationship with job satisfaction among employees at BPJS Ketenagakerjaan Pusat, Jakarta. Therefore, based on this research, the second hypothesis (H₂) is accepted.
3. The first hypothesis (H₃) stated Interactional Justice is indeed related with job satisfaction received by employees. Means that it gives positive and significant relationship with job satisfaction among employees at BPJS Ketenagakerjaan Pusat, Jakarta. Therefore, based on this research, the third hypothesis (H₃) is accepted.

5.2 Limitation of the Research

This study has several limitations of the study. With this limitation, expected to be improved in future research. The limitations in this study are:

1. This research has limitations of the response bias of the respondents. Response bias is the information given by respondents through questionnaire sometimes does not show the actual opinion of the respondents. This happened because of the inability of the respondents to understand the items of each point in the questions. So that the honesty of respondents in answering the questions and the limitation time given to them in filling the questionnaires are slightly inappropriate.
2. This research purposes only focus about relationship matter between organizational justice and job satisfaction, not including other variables to be tested.

3. There is not much information about the background of BPJS Ketenagakerjaan Pusat, Jakarta, so the researcher needs to do some interview in order to encompass broader information related with this organization.

5.3 Recommendation of the Research

The result of this research is expected to encourage and become references to conduct further research in the future, some suggested topics to be developed in further research:

1. For next research it suggested to increase the number of samples to obtain the more accurate results.
2. For next research it suggested to distribute questionnaires in a longer period to know the accurate perception of the respondents.
3. For next research it suggested to adding or encompasses more variables regarding the topic of the research in order to create and found varieties of the result. The contribution of other variables used such as: moderating variable or intervening variable.
4. For next research, it suggested to test about the impact of organizational justice towards job satisfaction (related to option 3, is advisable adding varieties of variables, related with the research).
5. For BPJS Ketenagakerjaan Pusat themselves, they really need especially the superiors treat the employees with more respect and create the better environment at the workplace. Even though they already are feel satisfying with their job, increasing and adding some valuable impact is also needed. Means, not only focus on several employees in some divisional sector, but

also focus in the other sector as well. The lower level employees also need to be encouraged, more and more.

